



# Regulatory Licensing and Permitting System (RLPS) Citizen Portal

# RLPS Citizen Portal: Presentation Content

- Citizen Access Change Request
  - Site address: <https://rlps.abc.tn.gov/citizenaccess/>
  - Types of Change Requests
  - Complete a Change Request Application



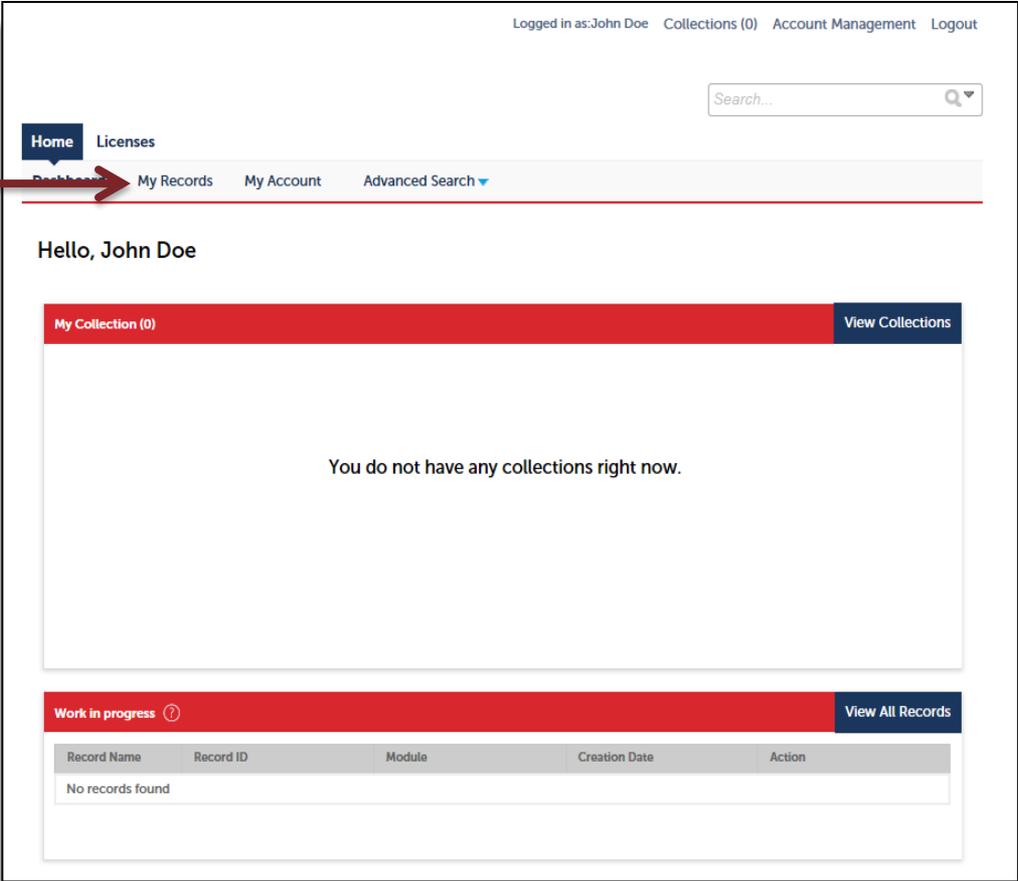
# RLPS Citizen Portal: Types of Change Request

- Doing Business As (DBA)
- Owner
- Shareholder
- Manager
- Site Modification (used in following slides)



# RLPS Citizen Portal: Change Request

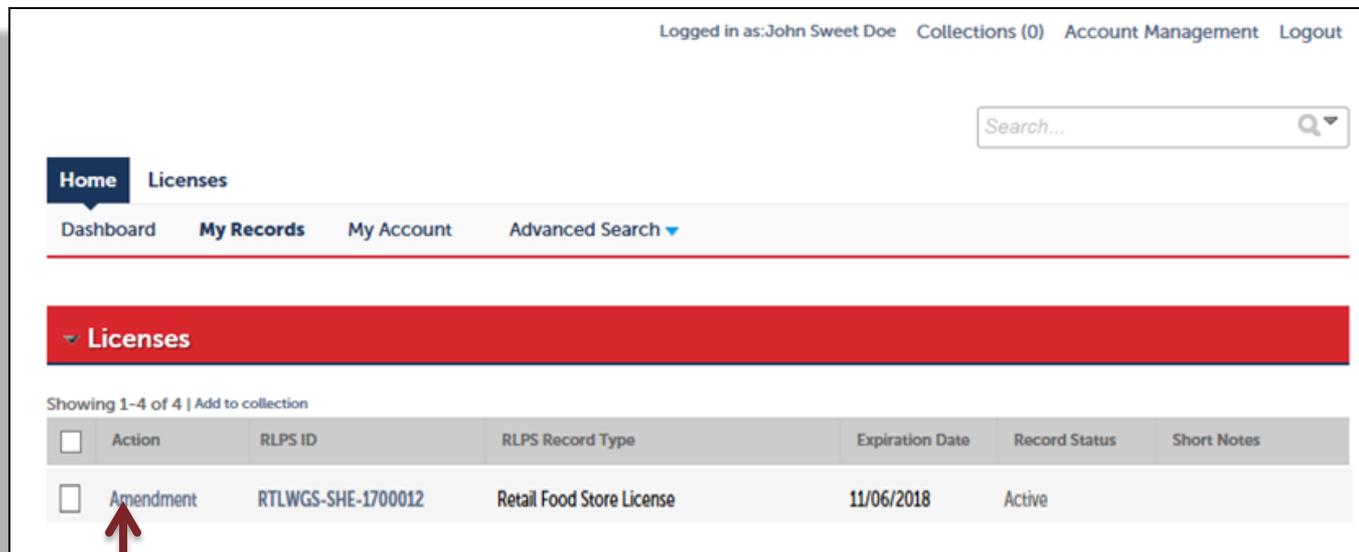
- Click the “My Records” tab



The screenshot displays the RLPS Citizen Portal interface. At the top right, it shows the user is logged in as John Doe, with options for Collections (0), Account Management, and Logout. A search bar is located in the top right corner. The navigation menu includes Home, Licenses, My Records, My Account, and Advanced Search. A red arrow points from a callout box labeled 'My Records' to the 'My Records' tab in the navigation menu. Below the navigation, the user is greeted with 'Hello, John Doe'. The main content area features a red header for 'My Collection (0)' with a 'View Collections' button. Below this, a message states 'You do not have any collections right now.' At the bottom, there is a red header for 'Work in progress' with a 'View All Records' button. Below this header is a table with columns for Record Name, Record ID, Module, Creation Date, and Action. The table currently displays 'No records found'.

# RLPS Citizen Portal: Change Request

- Click on the word "Amendment" in the license record line



Logged in as: John Sweet Doe Collections (0) Account Management Logout

Search...

Home Licenses

Dashboard My Records My Account Advanced Search

Licenses

Showing 1-4 of 4 | Add to collection

<input type="checkbox"/>	Action	RLPS ID	RLPS Record Type	Expiration Date	Record Status	Short Notes
<input type="checkbox"/>	Amendment	RTLWGS-SHE-1700012	Retail Food Store License	11/06/2018	Active	

Click this

# RLPS Citizen Portal: Change Request

- Select the Change Request and continue

The screenshot shows the 'Licenses' section of the RLPS Citizen Portal. At the top, there are navigation links for 'Home' and 'Licenses'. Below this, there are two main options: 'Create an Application' and 'Search Existing'. The 'Search Existing' option is selected, leading to a page titled 'Select an Amendment Type'. This page instructs users to choose one of the following amendment types for assistance. Three options are listed with bullet points: 'Change request for Certified Manager / Certified Clerk', 'Change Request Information Owner', and 'Change Request Site Modification'. Below the list is a search bar with a 'Search' button. At the bottom, there is a list of radio buttons for various amendment types, including 'Caterer Event', 'Change Request for Designated Manager / Certified Clerk', 'Change Request Information Owner', 'Change Request Site Modification', 'Trainer Class Substitute', and 'Training Schedule'. A dark blue button labeled 'Continue Application >' is positioned at the bottom left, with a red arrow pointing to it from a box labeled 'Click to continue'.

Home Licenses

Create an Application Search Existing

**Select an Amendment Type**

Choose one of the following available amendment types. For assistance please visit our website by clicking here.

- **Change request for Certified Manager / Certified Clerk** – Select this record to make adjustments to the license’s Certified Manager and Certified Clerk Lists. This is for Retail Food Store and Retail Package Store Licenses only.
- **Change Request Information Owner** – Select this record to change the Business’ DBA Name, correct the Business Name or Address, close the business, or update ownership information.
- **Change Request Site Modification** – Select this record to inform ABC of modifications to the current structure or layout where the business is located. This is NOT for relocation of the business.

Search

Caterer Event  
 Change Request for Designated Manager / Certified Clerk  
 Change Request Information Owner  
 Change Request Site Modification  
 Trainer Class Substitute  
 Training Schedule

Continue Application >

Click to continue



# RLPS Citizen Portal: Change Request

- Depending on your change request option, complete the form

Home Licenses

Create an Application Search Existing

Change Request Site Modification

1 Change Request 2 Review 3 Record Issuance

Step 1: Change Request > Change Request \* indicates a required field.

County of Business Location

COUNTY

\* County of Business Location: --Select--

Site Modification Information

SITE MODIFICATION INFO

\* Description of modification:

spell check

Save and resume later Continue Application >

Click to save and exit application

Click to continue



# RLPS Citizen Portal: Change Request

- Review your application information
- Edit your entry as needed
- Check that the correct required documents are uploaded
- Acknowledge your entry

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification. Date:

[Save and resume later](#) [Continue Application »](#)

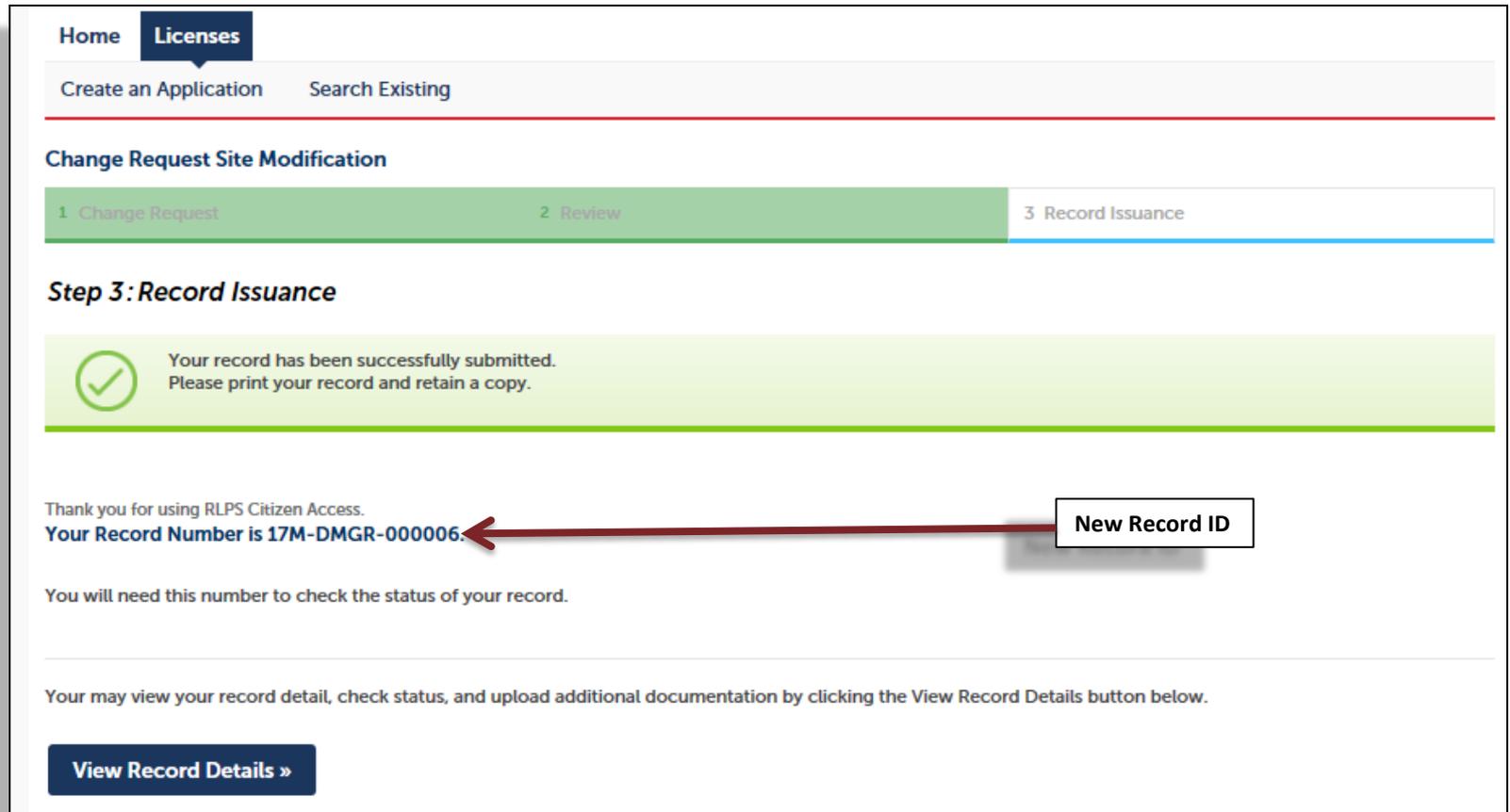
Click to save and exit application

Click to continue



# RLPS Citizen Portal: Change Request

Application completed



The screenshot displays the RLPS Citizen Portal interface. At the top, there are navigation tabs for 'Home' and 'Licenses'. Below the tabs, there are two main options: 'Create an Application' and 'Search Existing'. A progress bar indicates the current stage of the process: '1 Change Request' (highlighted in green), '2 Review', and '3 Record Issuance' (highlighted in blue). The main content area is titled 'Step 3: Record Issuance' and features a green success message with a checkmark icon: 'Your record has been successfully submitted. Please print your record and retain a copy.' Below this message, a thank-you note states: 'Thank you for using RLPS Citizen Access. Your Record Number is 17M-DMGR-000006.' A red arrow points from a box labeled 'New Record ID' to the record number. Further down, it says 'You will need this number to check the status of your record.' At the bottom, there is a button labeled 'View Record Details »' and a note: 'You may view your record detail, check status, and upload additional documentation by clicking the View Record Details button below.'





**Thank You**